

**LOUISIANA  
DEPARTMENT OF TRANSPORTATION AND DEVELOPMENT  
SPECIFICATION**

**JANITORIAL SERVICES**

**District 07 Headquarters, 5827 Hwy 90, Lake Charles, LA 70615**

**SCOPE OF WORK:**

The Contractor shall provide Janitorial Services for the buildings and offices of the Department of Transportation and Development located at 5827 Hwy 90, Lake Charles, La 70615. Services shall be provided in accordance with the schedule of services and specifications provided herein Monday – Friday from 2:00 PM – 6:00 PM except for declared State holidays, weekends or times of disaster. If requested by the Department POC, the Contractor shall change work locations or adjust the sequence of work performed to cause the least possible interference with essential Department functions.

The Contractor shall be responsible for all supervision, labor, training, materials, equipment and supplies including but not limited to an onsite Supervisor or Lead Worker, trained janitorial personnel, mops and mop buckets, wet floor signs, brooms, vacuums, cleaning chemicals, etc., necessary to provide janitorial and related services as stated herein.

**REQUIREMENTS:**

**Staffing**

The Contractor shall provide enough staffing to maintain optimum conditions of cleanliness as specified. If the level of cleanliness at any time is considered to be unacceptable to the Department, then the Contractor will be required to increase the number of staff onsite or take whatever measures are necessary to meet the requirements of these specifications at no additional cost to the Department.

Determination of the total number of employees needed to complete the required tasks is the responsibility of the Contractor. The Contractor shall increase or decrease the number of employees on site as needed to ensure all planned tasks are completed as scheduled. A pool of at least two (2) employees shall be available for the sole purpose of replacement/relief janitorial staff to ensure that each assignment is performed daily regardless of employee absenteeism or dismissal.

**Onsite Supervision**

A Supervisor or Lead Worker must be onsite during all janitorial services performed by the staff of the Contractor. The term “Supervisor/Lead Worker” (the Supervisor) means the person designated by the Contractor who has full authority to act on behalf of the Contractor on a day-to-day basis at the worksite. Supervision shall not be considered a responsibility of the Department.

The Supervisor shall designate by the contractor for each shift worked and shall have full responsibility for directing the entire custodial crew working on his/her shift. Supervisors must be authorized to act for the Contractor and shall be the liaison between the contracted employees and the Department Point of Contact (the POC). Issues such as late arrival, early departure, improper or unsafe cleaning practices, etc. will be brought to the attention of the onsite Supervisor.

Issues that are not resolved by the Supervisor will be reported to the Office of State Procurement through an official complaint. See the NON-PERFORMANCE section of this specification for further details.

### **Scheduling, Arrival and Departure**

The Contractor's employees shall arrive onsite by 2:00 PM each day, Monday through Friday as scheduled. Upon arrival, the employees must sign on the DOTD sign in sheet with their first and last name and arrival time. The sign in sheet will be located at the front receptionist desk located in the Administration building. The onsite Supervisor shall inform the Department POC or their designee that the staff have arrived, collect the checklists and any keys needed to perform the services. The Department POC or their designee, as applicable, will inform the onsite Supervisor of any noted issues/deficiencies from the prior days' work at this time.

Janitorial staff are expected to remain on property for the full service period each day (2:00 PM – 6:00 PM); however, in the event an employee must leave the premises during their scheduled shift, they must sign out before leaving the location and sign back in after they return on the sign in sheet located in the Administration building.

Daily services shall conclude each weekday at 6:00 PM; additional time must be approved by the Department POC in advance and should be kept to a minimum. Prior to departure, the Supervisor must bring all completed checklists and keys to the Department POC or their designee. The Supervisor should inform the Department POC or their designee of any concerns such as low inventory on paper products, malfunctioning toilets, broken objects, etc. at this time as well as note these issues on the checklist.

**NOTE:** All employee bags / packages or other items brought into, or out of the facility are be subject to search.

Services shall not be performed on a State holiday, both those observed in accordance with Louisiana Revised Statute 1:55 and those that are proclaimed throughout the year by the Governor. Per Louisiana Revised Statute 1:55, the State observes the following holidays:

- **New Year's Day – January 1<sup>st</sup>**
- **Martin Luther King, Jr.'s Birthday – 3<sup>rd</sup> Monday in January**
- **Mardi Gras – Tuesday before Ash Wednesday**
- **Good Friday – Friday before Easter**
- **Independence Day – July 4<sup>th</sup>**
- **Labor Day – 1<sup>st</sup> Monday in September**
- **Veterans Day – November 11<sup>th</sup>**
- **Thanksgiving Day – 4<sup>th</sup> Thursday in November**
- **Christmas Day – December 25<sup>th</sup>**

It is the Contractor's responsibility to communicate with the Department POC as to whether the Governor has proclaimed a State holiday. As well, during times of severe weather or emergency situations, the Contractor must contact the POC to verify that services are to proceed as scheduled or will be postponed.

The Contractor shall be responsible for all keys issued. Keys are not to be left in doors. In the event of key loss, the Contractor will reimburse the Department for replacement cost, or required corrective measures, to include re-keying of affected locations.

**Inspections**

The Department POC or their designee will examine the Contractor's work on a periodic basis. All inspections by the Department shall be made in such a manner as not to unduly delay the work or time of departure from the facility. Deficiencies must be corrected prior to departure that day or before the end of services on the following shift, whichever is noted by the Department inspector.

**Employee Conduct**

All Contractor personnel are expected to work in a manner that will maintain the security and best interests of the Department. The Department reserves the right to require the Contractor to dismiss any employee deemed incompetent, careless, insubordinate or otherwise objectionable or any person whose actions are deemed to be contrary to public interests or inconsistent with the best interest of the Department. The Contractor agrees that he and his employees will conduct themselves in a careful and prudent manner and that he will not permit the facility placed at his disposal to be used for purposes other than those specified herein.

The Contractor shall not allow any person less than 18 years of age or any person that is not on the Contractor's payroll into or on the grounds of the facility at any time. The Contractor will be responsible for compliance with all Department policies, security measures, and vehicle regulations and will be directly responsible for any and all damages to Department buildings and/or their contents caused by Contractor employees.

Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking such disciplinary action with respect to his employees as may be necessary. The Contractor is also responsible for ensuring that his employees do not disturb papers on desks, open desk drawers, or cabinets, or use Department computers, fax machines, telephones, copy machines, including any and all State owned property, materials, or supplies except as authorized.

**Drug Tests and Background Checks**

All employees of the Contractor that will be onsite to perform the contracted services, must have passed a drug test and a background check prior to beginning work at the Department. Background checks and drug screens will be performed at no additional cost to the State. Drug tests must be performed by a certified laboratory of drug tested that meets the requirements/guidelines of the Substance Abuse and Mental Health Services Administration (SAMHSA). The screen report shall identify the drugs/metabolites tested for, whether positive or negative, as well as indicate the date and time of specimen collection, the date received by the laboratory and the date and time reported. Drug testing must include testing for the presence of marijuana, opiates, cocaine, amphetamine/meth-amphetamine and phencyclidine (PCP).

The state reserves the right to request additional drug screens for janitorial staff for reasonable cause. Any janitorial staff that tests positive on any drug screen(s) shall be immediately dismissed.

Screening result reports must be kept on file by the Contractor and supplied to the Department or the Office of State Procurement no later than seventy-two (72) hours of request.

**Training and Experience**

Custodial personnel shall be trained, and experienced cleaning personnel that exhibit the ability to perform the services with a minimum of supervision. The Contractor should have in place training and development programs to ensure custodians are properly trained to perform the scheduled cleaning and sanitization tasks.

This should include at a minimum blood borne pathogens education, safety training, safe use, handling and disposal of all product, chemicals and application devices, and customer service. The Contractor should be able to provide training attendance documents for those employees assigned to the Departments facility upon request.

The Contractor shall meet with the Department POC and/or their designee at a mutually agreed upon date and time prior to the start of the Contract to review the requirement of the specification, including the daily/weekly checklists, storage location(s) and a tour of each location to be serviced.

### **COMMUNICATION AND CONTACT INFORMATION:**

The Contractor must supply the Department POC with a phone number that is monitored and/or has voicemail and a valid email address. Responses to messages/emails are expected by the next business day.

The Department Point of Contact (POC) is Katy Wellman and may be reached at 337-437-9187 or [katy.wellman@la.gov](mailto:katy.wellman@la.gov).

### **DOCUMENTATION:**

The Contractor shall provide the Department with a list of employees assigned to their facility, including any relief employees that will be onsite to replace a previously assigned employee.

#### **Daily Time Sheets**

The Department will provide a Daily Time Sheet. All employees are to sign-in upon arrival at the facility and sign-out at completion of services each day. The Contractor's employees shall provide the date of service, their name, first and last, and the time of arrival and time departure.

#### **Daily/Weekly Checklists**

The Department will provide a checklist to be completed each day for each location of service. The staff are to initial the checklist once each item has been completed. The Contractor's onsite Supervisor is responsible for the completion and return of the document to the Department POC or their designee and must ensure that all items checked off of the list are completed properly.

#### **Safety Data Sheets (SDS) / Material Safety Data Sheets (MSDS) Sheets**

The Contractor shall furnish the Department with all Safety Data Sheets (SDS) or Material Safety Data Sheets (MSDS) applicable to the products and chemicals furnished by the Contractor for the performance of the specified services.

### **NON-PERFORMANCE:**

The Department will submit to the Office of State Procurement written documentation of non-performance issues and any attempts made by Department or Contractor to resolve the performance issue(s). The Office of State Procurement will notify the Contractor of the reported performance issue(s) as submitted. The Contractor will be given an allotted amount of time to respond in writing to the Office of State Procurement, detailing how and when the Contractor intends to resolve the deficiency. The Contractor's failure to respond to the deficiencies in performance, or failure to satisfactorily respond within the required number of days specified in each notice will constitute grounds for placing Contractor in default.

Repeated incidents of unsatisfactory cleaning performance, failure to supply the required documentation, shortage of hours, or failure to comply with other terms of the contract will constitute grounds for placing the Contractor in default and could, at the State's discretion, result in contract termination.

## **SUPPLIES, EQUIPMENT AND STORAGE:**

The Contractor shall furnish all supplies, materials and equipment necessary for the performance of the stated services unless otherwise specified herein. The type and quantity is to be in congruence to the job(s) to be performed.

### **Storage Location(s)**

Space for the storage of an inventory of supplies and equipment that will be used in the performance of the janitorial services will be provided in the various buildings of the noted facility. Although designated storage areas will be provided for the storage of the Contractor's equipment, materials, and supplies, the Department nor the State of Louisiana shall be responsible or liable for the damage, loss or theft of such equipment, materials, or supplies.

All products and chemicals used to provide services in this contract must be used in accordance with the safety methods set forth on the SDS or MSDS. All products, chemicals, and application devices must be used, stored, and disposed of and or cleaned in accordance with the methods set forth on the SDS or MSDS, and as governed by Local, State or Federal laws.

### **Cleaning Equipment**

Equipment supplied by the Contract must be of the size and type customarily used in work of this kind. No equipment shall be used which is harmful to the facility, its contents or occupants. All equipment must be in good working condition at all times. The Contractor will be responsible for all maintenance and repair costs necessary to keep their equipment in proper working condition, and for any cost necessary to repair damage to the equipment due to misuse, abuse, or neglect by his employees. Should any machine become unserviceable, the Contractor shall furnish at his expense the equipment necessary to comply with the provisions of the specifications.

The following is a list of equipment and materials to be provided by the Contractor and is not to be considered an exhaustive list; the responsibility of providing all necessary equipment and supplies is that of the Contractor:

- **Commercial Grade Vacuum**
- **Wet/Dry Vacuum**
- **Floor Scrub Machine**
- **Buffing Machine**
- **Indoor/Outdoor Brooms**
- **Dustpans**
- **Dust Mops**
- **Wet Mops**
- **Mop Buckets**
- **Mop Bucket Ringers**
- **Wet Floor/Caution Signs**
- **Mobile Trash Cans**
- **High Cleaning Equipment**
- **Dusters**
- **Toilet Brushes**
- **Window Cleaning Tools**
- **Cleaning Rags/Wipes**
- **Floor Pad**

**Cleaning and Sanitizing Chemicals**

The Contractor shall supply all cleaning and sanitizing chemicals needed to perform the required janitorial services. All chemical containers must be properly labeled and maintained in accordance with the most recent OSHA guidelines and regulations. Chemicals selected for use must be used as directed by the manufacturer on the label. The Contractor, nor his employees shall use a chemical for any other purpose than its intended use according to the labeled instructions.

The Contractor shall not use any material or chemical that the Department has determined to be unsuitable or harmful to the surfaces to which it is to be applied or the employees near which it will be used. The Department reserves the right to reject any chemical and require the Contractor to provide an alternative product at no additional cost to the Department. The Contractor will be responsible for ensure that their employees have the proper personal protective equipment (PPE) required to complete each assigned task.

The following is a list of cleaning and sanitizing supplies to be provided by the Contractor and is not to be considered an exhaustive list; the responsibility of providing all necessary equipment and supplies is that of the Contractor:

- **Cleaners**
  - **Glass/Window**
  - **Bathroom**
  - **Toilet Bowl**
  - **Multi-Purpose**
  - **Tile**
  - **Wood**
  - **Porcelain**
  - **Stainless Steel**
  - **Upholstery**
- **Floor Care**
  - **Stripper**
  - **Finish**
  - **Sealer**
  - **Polish**
- **Polish**
  - **Brass**
  - **Metal**
  - **Furniture**
    - **Vinyl Polish**
    - **Wood Polish**
- **Disinfectant**
- **Gum Remover**
- **Dust Mop Treatment**

**Supplies to be furnished by the Department**

The Department will provide the following supplies for use by the janitorial staff:

- **Trashcan Liners**
- **Paper Towels**
- **Toilet Paper**
- **Toilet Seat Covers**
- **Liquid Hand Soap**
- **Deodorant Blocks**
- **Air Fresheners**

**LOCATIONS OF SERVICE:**

The following is a list of the buildings and approximate square footage to be serviced by the Contractor.

- District 07 Headquarters
  - Traffic Temporary Bldg (Bldg A) – Approx. 1,960 SQ FT Total
    - Offices & Conference Room
    - Kitchens
    - Restrooms
  - Administration Temporary Bldg (Bldg B) – Approx. 2,183 SQ FT Total
    - Offices & Conference Room
    - Kitchens
    - Restrooms
  - Accounting Temporary Bldg (Bldg C) – Approx. 1,960 SQ FT Total
    - Offices & Conference Room
    - Kitchens
    - Restrooms
  - Support Staff Temporary Bldg (Bldg D) – Approx. 1,960 SQ FT Total
    - Offices & Conference Room
    - Kitchens
    - Restrooms
  - LC Construction Office – Approx. 2,400 SQ FT Total
    - Offices & Conference Room
    - Kitchens
    - Restrooms
  - Design Building – Approx. 3,240 SQ FT Total
    - Office Spaces
    - Restrooms
    - Kitchen
  - Training & Lab Building – Approx. 8,080 SQ FT Total
    - Office Spaces
    - Kitchen
    - Restrooms
  - Front Receptionist/HR/Permits Building – Approx. 1,500 SQ FT Total
    - Offices
    - Kitchen
    - Restrooms

**SCHEDULE OF SERVICES:****Daily Service Requirement**

- I. Offices, Lobbies, Entrances, and General Use Areas
  - a. Empty all trash cans by removing the trash can liner and replacing it with a new trash bag. Wipe clean all wastebaskets as needed.
    - i. **QUALITY CONTROL STANDARD:** Trash bags are removed and replaced with clean bags. Trash and used trash bags are disposed of in the outside designated dumpster. Trash can to be free of stains and stained litter.
  - b. Sweep and/or dust mop and damp mop all non-carpeted floor surfaces, including office spaces and lobby areas.

- i. **QUALITY CONTROL STANDARD:** Corners shall be dirt, cobweb, and lint free. Door jams and baseboards free of dirt and mop stain build-up. All debris, paper, lint, dust, and dirt removed.
  - c. Vacuum any carpeted office spaces.
    - i. **QUALITY CONTROL STANDARD:** Free of lint and dust.
  - d. Sweep the exterior areas leading up to the entry doors of each facility.
    - i. **QUALITY CONTROL STANDARD:** Free of lint, dust, paper, and debris.
  - e. Clean out sand urns and remove any paper, debris and cigarette butts.
    - i. **QUALITY CONTROL STANDARD:** Sand has been sifted until no paper, debris or cigarette butts remain.
  - f. Wipe clean all entrance door glass, inside and out, and window panels adjacent to entrance doors. Wipe clean all entrance door frames and ledges.
    - i. **QUALITY CONTROL STANDARD:** Glass must be clean and free of water spots, streaks, and dust.
  - g. Vacuum all floor mats.
    - i. **QUALITY CONTROL STANDARD:** Free of lint and dust.
  - h. Wipe down all door knobs/handles/push bars.
    - i. **QUALITY CONTROL STANDARD:** Door knobs/handles/push bars are sanitized and smudge free.
- II. Kitchens, Breakrooms and Vending Areas
  - a. Wipe clean and sanitize: sinks, countertops, table tops, chairs and the exterior of appliance only. **DO NOT CLEAN** any dishes nor the interior of any cabinets or appliances.
    - i. **QUALITY CONTROL STANDARD:** Sinks, countertops, table tops, chairs and appliance exteriors are sanitized and free from dirt, grease, stains and food particles.
  - b. Wipe clean cabinet doors and drawers and the walls as necessary to remove food, grease and stains.
    - i. **QUALITY CONTROL STANDARD:** Cabinet doors, drawer and wall must be free of dirt, stains, and food particles.
  - c. Damp mop floors to remove spillage.
    - i. **QUALITY CONTROL STANDARD:** Floors, especially corners, must be free of debris, paper, dirt, stains, and cobwebs.
  - d. Empty all trashcans by removing the trash can liner and replacing it with a new trash bag. Wipe clean all wastebaskets/cans as needed.
    - i. **QUALITY CONTROL STANDARD:** Trash bags are removed and replaced with clean bags. Trash and used trash bags are disposed of in the outside designated area. Trash can to be free of stains and stained litter.
  - e. Refill and wipe clean the paper towel dispenser(s) & soap dispenser(s) as needed.
    - i. **QUALITY CONTROL STANDARD:** Dispensers are fully stocked and maintained at an adequate level. Dispensers are clean and free of dust and dirt.
- III. Restrooms
  - a. Wash, clean, sanitize and disinfect all toilets, toilet sets and urinals
    - i. **QUALITY CONTROL STANDARD:** Toilets and urinals are to be free of water build-up, stains, dust, dirt and spots. Flush valves are clean and polished. Toilet seats when lifted up are to be free of spots and stains.
  - b. Spot clean restroom walls, partitions and doors.
    - i. **QUALITY CONTROL STANDARD:** Walls, partitions and doors are free of writing, dust and stains. Ceiling, walls and corners must be free of cobwebs.
  - c. Wipe clean and sanitize sinks, faucets and other chrome items



- i. **QUALITY CONTROL STANDARD:** All sinks, faucets and pipes under the sinks must be clean and free of water build-up, body oils, dirt, dust, cobwebs, hair, etc.
- d. Clean restroom mirrors
  - i. **QUALITY CONTROL STANDARD:** Mirrors and ledges must be clean and free of water spots, streaks and dust.
- e. Refill and wipe clean restroom dispensers to include the paper towels, toilet paper, toilet seat covers, air fresheners, etc.
  - i. **QUALITY CONTROL STANDARD:** Dispensers are fully stocked and maintained at an adequate level. Dispensers are clean and free of dust and dirt.
- f. Empty all trashcans by removing the trash can liner and replacing it with a new trash bag. Wipe clean all wastebaskets/cans as needed.
  - i. **QUALITY CONTROL STANDARD:** Trash bags are removed and replaced with clean bags. Trash and used trash bags are disposed of in the outside designated area. Trash can to be free of stains and stained litter.
- g. Sweep and wet mop restroom floors with cleaner and disinfectant rinse.
  - i. **QUALITY CONTROL STANDARD:** Floors, especially corners, must be free of debris, paper, dirt, stains, cobwebs, and mop stains/streaks. Baseboards and panel bases must be clear of dirt build-up and stains. Drains are to be free of debris and hair.
- IV. Tidy the custodial/janitorial storage closet(s).
  - a. **QUALITY CONTROL STANDARD:** Materials and chemicals are neatly put away and organized. Chemicals are properly stored. No spills, stains or dirt.
- V. Report any defects or issues found during the cleaning process to the DOTD POC or their designee. Defects may include burned out lightbulb, broken windows, water leaks, etc.
- VI. Turn in completed checklist to the DOTD POC or their designee.

### **Weekly Service Requirements – Tuesdays and Thursday of Each Week as Specified Below**

- I. Tuesdays
  - a. Wet mop office spaces, lobbies, hallways, kitchens, conference rooms and training room.
    - i. **QUALITY CONTROL STANDARD:** Floors, especially corners, must be free of debris, paper, dirt, stains, cobwebs, and mop stains/streaks. Baseboards and panel bases must be clear of dirt build-up and stains.
- II. Thursdays
  - a. Wet mop office spaces, lobbies, hallways, kitchens, conference rooms and training room.
    - i. **QUALITY CONTROL STANDARD:** Floors, especially corners, must be free of debris, paper, dirt, stains, cobwebs, and mop stains/streaks. Baseboards and panel bases must be clear of dirt build-up and stains.
  - b. Spot clean smudges and stains/blemishes on the interior walls and the interior and exterior of windows and glass doors.
    - i. **QUALITY CONTROL STANDARD:** Walls must be free of dirt and grim. Glass must be clean and free of water spots, streaks, and dust.

### **Bi-weekly Service Requirements – The First and Third Friday of Each Month**

- I. Dust all furniture, windowsills, workstation tops, light fixtures and blinds (as applicable)
  - a. **QUALITY CONTROL STANDARD:** Noted areas are free of dust, dirt and cobwebs.
- II. Pick-up trash from around the following locations and dispose of in the outside dumpster:
  - a. Parking lots
  - b. Walkways
- III. Spot clean carpeted area

**Monthly Service Requirements – The First Wednesday of Each Month**

- I. Clean all wall and ceiling air return vents and registers
- II. Clean the interior and exterior windows and glass doors
- III. Dust all baseboards
- IV. Buff floors
- V. Clean the restroom walls.

**Semi-Annual Service Requirements – Each January and July**

- I. Maintain hard surface floors in accordance with best procedure per condition; procedures may include top scrubbing, waxing with three (3) layers of wax, and/or strip and wax.

**NOTE:** Contractor shall schedule all semi-annual services at least thirty (30) days prior to carrying out the services with the DOTD Point of Contact to ensure the most optimal date and time of service is secured.